



CUSTOMER SERVICE SURVEY

Thank you for visiting the City of Irvine Animal Care Center. We hope your experience was positive and all your needs were met. You can help us serve our customers even better by completing this brief questionnaire. Thank you for your input.

1. Where did you hear about the Irvine Animal Care Center?

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> CRAIGSLIST | <input type="checkbox"/> INTERNET SEARCH | <input type="checkbox"/> L.A. TIMES | <input type="checkbox"/> PRIOR VISIT/ADOPTION |
| <input type="checkbox"/> FLIER/BANNER | <input type="checkbox"/> PET ADOPTION WEBSITE | <input type="checkbox"/> O.C. REGISTER | <input type="checkbox"/> REFERRED BY FAMILY/FRIENDS |
| <input type="checkbox"/> INSIDE IRVINE | <input type="checkbox"/> IRVINE WORLD NEWS | <input type="checkbox"/> OTHER SHELTER/VET | <input type="checkbox"/> SOCIAL MEDIA |
| <input type="checkbox"/> WEBSITE: _____ | <input type="checkbox"/> OTHER: _____ | | |

2. Why are you visiting the Irvine Animal Care Center today?

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> ADOPTION | <input type="checkbox"/> LOOKING FOR A LOST PET | <input type="checkbox"/> PET LICENSING | <input type="checkbox"/> SPECIAL EVENT |
| <input type="checkbox"/> JUST VISITING | <input type="checkbox"/> OTHER: _____ | | |

3. Were you helped in a reasonable amount of time? YES NO

4. Did you receive knowledgeable, thorough service? YES NO

5. Did the animals appear well cared for and comfortable? YES NO

6. Were staff members and volunteers friendly and helpful? YES NO

7. Were fees reasonable? YES NO

8. Did we meet your needs or offer alternatives? YES NO

9. Would you use this service again or refer a friend? YES NO

10. What was your overall impression of our facility? EXCELLENT GOOD FAIR POOR

11. What was the overall quality of the service you received? EXCELLENT GOOD FAIR POOR

12. Please offer any further thoughts or suggestions you may have:

OPTIONAL: NAME*: _____ PHONE*: _____

If you like our Center, please consider making a donation towards the animals. If you would like to speak to a Leadership Team Member please inform our Customer Care Staff at the front counter.

For questions, contact the Animal Care Center via: **MAIL:** 6443 Oak Canyon Road
Irvine, CA 92618 **PHONE:** 949-724-7740
FAX: 949-724-7749